

PROCUREMENT

PROGRAM:

Automation and Reports Management

PROGRAM ELEMENT:

Reengineered Automated Procurement Delivery (RAPID)

PROGRAM MISSION:

To operate a comprehensive, integrated e-procurement system that provides vendors who have paid a subscription fee with on-line access to current solicitations of goods, services, and construction contracts

COMMUNITY OUTCOMES SUPPORTED:

- Deliver high value, quality procurement information and services for tax dollars
- Provide responsive government
- Foster public/private partnerships and a friendly business climate

PROGRAM MEASURES^a

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
Outcomes/Results:						
Number of RAPID hits	21,708	24,832	16,127	16,000	13,539	16,200
Printing and mailing costs (\$000) ^b	29	12	11	10	10	12
Percentage of vendors using RAPID	7	7	6	6	6	7
Service Quality:						
Number of complaints received	1	4	2	2	2	1
Percentage of procurements posted on RAPID	80	79	80	85	85	90
Efficiency:						
Cost per subscriber (\$)	93.53	103.07	^d 105.99	115.50	90.64	90.64
Cost per RAPID hit (\$)	5.89	5.68	^e 8.99	9.88	9.16	7.65
Percentage of expenditures covered by revenues	45.4	45.6	49.7	29.2	54.6	37.2
Workload/Outputs:						
Total subscribers	1,368	1,223	1,412	1,429	1,181	1,430
Revenues (\$)	58,103	64,350	72,040	46,100	67,690	46,100
Number of downloads	11,420	12,753	7,524	8,000	5,766	8,500
Inputs:						
Expenditures (\$000) ^c	128	141	145	158	124	124
Workyears	1.5	1.5	1.5	1.5	1.5	1.5

Notes:

^aThe subscriber and expenditure figures for FY02 and FY03 have been recalculated using a more accurate, consistent methodology. These changes have, in turn, affected the corresponding efficiency measures.

^bThe change in printing and mailing costs represents an important result from the introduction of RAPID, since the availability of on-line access to procurement information is expected to help reduce such costs. FY00 expenditures for printing and mailing after implementation of RAPID were down 37 percent from the FY98 level and 35.5 percent from FY99. While the Department's FY01 - FY02 campaign to notify vendors of the shift to standardized NIGP commodity codes resulted in unusually high printing and mailing costs, in subsequent years, printing and mailing costs have exhibited the expected decline.

^cIncludes costs charged to the Automation and Reports Management Program, as well as relevant expenditures for other Office of Procurement programs supported by RAPID, which has come to play a key role in many phases of the procurement function.

^dEffective July, 2003, the subscription cost for RAPID increased from \$100 to \$200 (However, the program cost per subscriber did not increase.)

^eThe FY04 increase in the cost per RAPID hit is due to a change in the allocation of administrative costs.

EXPLANATION:

The acquisition of additional information delivery equipment has generated increased vendor activity on the RAPID web site, and the FY01 redesign of the web site increased the percentage of vendors using RAPID. The redesigned web site is more user friendly and offers vendors eCommerce payment options. The site is constantly updated, allowing subscribers to query the list of bid holders, register on line, and update their own subscriber information. Weekly email distributions of new solicitations to subscribers save vendors time in reviewing comprehensive solicitation listings. In addition, on-line access by subcontractors to the public listing of bidders should provide greater opportunities for minority and other subcontractors. The purchase of three servers in FY02 has helped ensure more interaction and functionality on the site. As part of the progressive migration of Procurement's information infrastructure from a 2-tier to an n-tier architecture, RAPID's content management and administration has been redesigned around an n-tier framework. This improvement has enabled RAPID to be integrated with the department's revenue collection application and will simplify further integration.

The integration of RAPID with Procurement's other web-based operations has led to significant productivity improvements for the department's core and support staff. As such, RAPID has become an integral part of the department's informational operations, including revenue collection and reporting, event registration, mandated notification and listings, public information, and customer outreach.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Montgomery County Public Schools; Montgomery College; Housing Opportunities Commission; Washington Suburban Sanitary Commission; Maryland-National Capital Park and Planning Commission; Prince George's County Public Schools; Anne Arundel, Harford, Howard, and Fairfax County governments.

MAJOR RELATED PLANS AND GUIDELINES: Maryland Uniform Electronic Transactions Act, Maryland Uniform Computer Information Transactions Act, National Institute of Governmental Purchasers (NIGP) Commodity Codes.

PROCUREMENT

PROGRAM:

Minority, Female, and Disabled Persons Procurement

PROGRAM ELEMENT:

Compliance

PROGRAM MISSION:

To monitor contracts over \$65,000 that are subject to minority, female, disabled (MFD) participation to insure compliance by prime contractors, and to assist prime contractors in identifying approved MFD vendors

COMMUNITY OUTCOMES SUPPORTED:

- Encourage a diverse business climate
- Share publicly-contracted dollars throughout the community

PROGRAM MEASURES

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
Outcomes/Results:						
Percentage of total dollars awarded to MFD firms ^a	19.2	21.6	20.9	21.0	22.7	21.5
Number of contracts without MFD waivers ^b	1,918	1,835	1,887	1,800	2,109	2,400
Number of contracts with partial MFD waivers ^c	58	51	40	35	32	28
Number of contracts with full MFD waivers ^d	170	150	201	200	186	200
Percentage of contracts with full MFD waivers	7.9	7.4	9.5	10	8.0	10
Service Quality:						
Percentage of vendors satisfied with the solicitation information that they received from Procurement	54	56	75	80	80	90
Efficiency:						
Program cost per MFD vendor (\$)	51.94	54.09	58.18	#VALUE!	86.80	84.95
Program cost per contract subject to MFD participation (\$)	36.59	42.56	45.11	#VALUE!	65.91	59.80
Workload/Outputs:						
Number of contracts subject to MFD participation	2,146	2,036	2,128	2,035	2,327	2,628
Number of proposals submitted by MFD firms	59	15	64	30	31	40
Percentage of proposals submitted by MFD firms	23.0	4.6	29.0	15.0	17.5	40.4
Number of awards to MFD firms for requests for proposals ^e	7	11	¹ 19	7	12	12
Percentage of awards to MFD firms for requests for proposals	9.3	10.0	25.0	7.0	25.5	30.0
Number of MFD vendors in the database	1,512	1,602	1,650	1,800	1,767	1,850
Inputs:						
Expenditures (\$)	78,529	86,656	95,991	⁹ 163,870	153,376	157,165
Workyears	1.0	1.0	1.0	² 2.0	2.0	2.0

Notes:

^aBased on contract awards that are over \$65,000.

^bContracts with no waivers were able to meet the County's goal for MFD participation.

^cA partial waiver can be granted when the MFD goal has not been fully met by the prime contractor for reasons beyond the prime contractor's control.

^dA full waiver can be granted when the prime contractor is unable to meet any portion of the MFD goal for one of several types of reasons described in the governing regulations (e.g., because MFD firms are unavailable or not identifiable).

^eThe number of awards to MFD firms is directly related to the economic boom experienced by the County for the past 4+ years. The boom has limited the availability of minority firms to take on more work, thus limiting the number of MFD firms that can be utilized as subcontractors on contracts that come under the County's MFD program.

¹In FY04, 63 percent of MFD awards were to female-owned businesses.

⁹Council approved the addition of a Procurement Specialist to the MFD Program for FY05.

EXPLANATION:

The Montgomery County Office of Procurement is responsible for reporting annual minority, female, and disabled persons (MFD) procurement activity in accordance with Section 11B - 23D of the Montgomery County Code and Section 7 of the Montgomery County Procurement Regulations. The objective of the MFD program is to meet the County's annual goal of awarding a designated percentage of the total dollar value of negotiated contracts over \$65,000 to minority-, female-, or disabled-owned businesses certified by any one of the following agencies: the Maryland Department of Transportation, the Washington Metropolitan Area Transit Authority, or the Small Business Administration Section 8(a) Program. To meet this objective, the program identifies MFD firms, encourages and coordinates their participation in the procurement process through community outreach, and monitors contracts subject to MFD participation to ensure compliance by prime contractors. Any contract having an estimated dollar value of \$65,000 or more is subject to the completion of a performance plan by the prime contractor which establishes the minimum percentage of the contract price that must be subcontracted by a certified MFD-owned business. The goal-setting process is designed to determine in advance of signing the contract what constitutes a reasonable expectation for the awardee in exercising a good faith effort to reach the MFD goals.

The Director of the Office of Procurement may determine whether a contractor has or has not satisfied the MFD requirement. At any time, the Procurement Director may request a waiver, or prospective contractors can request a waiver on their own initiative. The decision to waive the MFD requirements is based on a determination that MFD subcontracting is not possible, and the explanation of the waiver must demonstrate clearly that the prime contractor's failure to meet the goal is for reasons beyond the contractor's control.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Maryland Department of Transportation, Federal Small Business Administration, Montgomery County Department of Economic Development and the Business Resource Center, Dun and Bradstreet.

MAJOR RELATED PLANS AND GUIDELINES: Maryland Annotated Code, Montgomery County Code Section 11B - 23D, Section 7 of the Montgomery County Procurement Regulations, Federal laws and regulations.

PROCUREMENT

PROGRAM:

Procurement of Goods and Services

PROGRAM ELEMENT:

Maryland Public Information Act (MPIA) Requests

PROGRAM MISSION:

To respond in writing within 30 days by providing clear, accurate information and/or documentation in response to requests from citizens and from public entities of Montgomery County

COMMUNITY OUTCOMES SUPPORTED:

- Deliver high value services for tax dollars
- Provide responsive, consistent, reliable government services
- Build credibility with citizens

PROGRAM MEASURES

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
Outcomes/Results:						
Percentage of requestors reporting satisfactory resolution of their:						
Request for bid documents ^a	84	43	77	78	80	80
Request for other public records ^b	64	57	23	22	20	20
Service Quality:						
Percentage of citizen requests responded to within 30 days	97	100	100	100	100	100
Percentage of requests for which an extension of the time to respond was granted ^c	3	0	0	0	0	0
Efficiency:						
Average cost per MPIA request received (\$)	520	445	180	181	257	183
Workload/Outputs:						
MPIA requests received	148	203	^e 521	525	383	550
Inputs:						
Expenditures (\$000) ^d	77.0	90.4	94.0	94.9	98.4	100.8
Workyears ^d	1.0	1.0	1.0	1.0	1.0	1.0

Notes:

^aFor this display, "bid documents" include bid tabulations, unit pricing, listings of solicitation holders, and - for FY04 and subsequent years - Internet accessible information provided as a convenience to requestors (requests for such information fall under the definition of MPIA requests).

^bRequests for other public records include requests for contracts, proposals submitted by vendors, evaluations used in contract awards, and other documents.

^cDue to the volume or content of records requested, an extension may be granted for the time to respond.

^dFY02 expenditures include the purchase of an MPIA software application and the salary of a new Procurement Specialist dedicated to MPIA.

^eThis number includes 315 requests for public information handled by reception desk staff. FY04 is the first year that staff at the reception desk can respond to certain MPIA requests by instantly faxing the requested documents, thus relieving procurement specialists from such duties. (All such documents are available from the Office's website; they are faxed to requestors as a convenience, along with instructions for accessing the information from the website in the future.)

EXPLANATION:

Public demand for information and review of public records in the State of Maryland led to the 1970 enactment of the Maryland Public Information Act (MPIA). This legislation, which is patterned after the Federal Freedom of Information Act, creates a process for recording, responding to, and researching requests for information and documentation, and for distributing that information and/or documentation to requestors. Under the MPIA, any Maryland state or local government agency that receives a request invoking MPIA must send a response within 30 days from the date of receipt. A requestor's right to access information is limited by numerous restrictions cited throughout the MPIA. However, whether the request is granted in full, denied in part (redacted), or denied in full, responses must meet the 30 day requirement, unless an extension has been granted.

The Office of Procurement has received the majority of the MPIA requests which come to Montgomery County because of the many issues that tend to be associated with contracts and contract awards. Goods and Services Division staff have been responsible for ensuring that MPIA requests are identified and tracked in a database from receipt to response, for searching for the relevant information/documentation, and for preparing formal responses to the requests.

The knowledge-based software purchased in FY02 facilitates the provision of MPIA responses and allows users to construct responses using standard templates, making it easy to insert relevant legal citations and to mask out information that is confidential and therefore exempt from disclosure. The intent is for the system to be able to locate contract files electronically, allow collaboration between departments, and improve workflow management. The software includes ten licenses: seven are being used in Procurement and three are being used in the County Attorney's Office.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Office of the County Attorney.

MAJOR RELATED PLANS AND GUIDELINES: Maryland Public Information Act and Executive Regulation Number 27-01 AM.